

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal # 16-15	Policy #18.1
Applicability: <input type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input checked="" type="checkbox"/> Secure Facilities (RYDCs and YDCs)	Related Standards & References: ACA Standards: 3-JDF-5B-01, 3-JDF-5B-02, 4-JCF-4D-01, 4-JCF-5C-01 thru 02 , 4-JCF-5C-04 DJJ 5.1	
Chapter 18: PROGRAMS AND SERVICES	Effective Date: 11/22/16 Scheduled Review Date: 11/22/17	
Subject: FACILITY PROGRAMS AND CASE MANAGEMENT SERVICES	Replaces: 4/18/15 Division of Support Services	
Attachments: A. Programs Coverage Plan B. Approved Selection of Programs Protocol C. Group Plan Form D. Alternate Group Plan Form	APPROVED:  <hr/> Avery D. Niles, Commissioner	

I. POLICY:

DJJ will provide quality programs and case management services to youth in all DJJ secure facilities.

II. DEFINITIONS:

Behavioral Health Staff: At a minimum, Social Service Provider, Social Services Coordinator, Psychologist, Psychiatrist, Psychometric Specialist, Professional Social Service Worker, a nurse trained in mental health duties, mental health interns, and other staff with the education, training, and experience adequate to perform the duties required in accordance with professional standards, as authorized by the Designated Mental Health Authority.

Designated Program Authority (DPA): The individual responsible for ensuring the quality and accessibility of generalized counseling, programs, and case management services. The designated program authority must possess at least a bachelor's degree, and have a minimum of 2 years of experience in the area of counseling and/or case management services.

Evidence Based Practice: Treatment Methods being studied and empirically validated through the scientific process. EBP implies:

- There is a definable outcome,
- It is measurable, and
- It is defined according to practical realities (recidivism, victim satisfaction)

Facility Program Staff: In secure facilities this may include: Institutional Program Directors, Juvenile Detention Counselors, Recreation Staff, Volunteer Coordinators, social service workers, and interns or volunteers with education, training, experience, and

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background adequate to perform duties, as approved by the Designated Program Authority.

General Counseling Programs: Programs and services delivered to meet the goals of identified needs in each youth’s Initial Programs Protocol or Service Plan.

Initial Programs Protocol: An initial plan of programs and services for youth who are admitted to a secure facility. This plan includes delivery of generalized counseling, programs, and case management services that are to be implemented prior to development of the Service Plan).

Regional Program Administrator (RPA): The Office of Behavioral Health staff that provides support and oversight to facility program staff to ensure the quality and accessibility of all program and case management services provided in the facility.

Multidisciplinary Team: Individuals responsible for the service management and oversight of youth in secure facilities, including all staff specifically designated as programs and case management staff by job title, contract, or assigned duties. The team will consist of, but not be limited to: Juvenile Detention Counselors, Institutional Program Directors, Social Service Workers, Recreation staff, administration representative, security representative, mental health representative, education representative, and medical representative. Consultants, community case managers, DFCS case workers, other community support persons, and parents may also be included.

III. PROCEDURES:

- A. The Director of the Office of Behavioral Health Services (OBHS), or designee, will regularly review current research and professional literature to assure that the counseling services being provided to youth in secure facilities are delivered in accordance with the best practices in the field. Whenever, possible evidence based practices (EBP) will be utilized in secure facilities.
- B. The Director of OBHS will oversee the development and delivery of generalized counseling, programs and case management services in secure facilities.
 - 1. The Director of OBHS will determine the appropriate staffing for facilities, considering, at minimum:
 - a) The type of juvenile population served;
 - b) The type of facility;
 - c) Legal requirements; and
 - d) The programming goals to be accomplished.

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- C. Each facility will schedule on-site staffing coverage to provide for the programming and case management needs of the youth, to include regular evening and weekend coverage. The programming and case management hours of operation for each facility will be included in the program plan.
1. In the event of vacancies or extended absences, the Regional Programs Administrator and facility Director will jointly develop a plan for coverage. The plan of coverage will be documented on the Programs Coverage Plan (Attachment A) and submitted to the Director of OBHS for approval.
 2. The facility Director must notify the Regional Program Administrator (RPA) as soon as possible of any anticipated vacancies.
- D. The PCMS (Programs and Case Management) Regional Program Administrator (RPA) will provide support and oversight to the facility program staff to ensure the quality and accessibility of all generalized counseling, programs and case management services, including but not limited to:
1. Assessing the programs service delivery system;
 2. Assessing resource needs;
 3. Monitoring Programs staff issues, including hiring, training, coaching, performance management, and disciplinary actions for treatment issues;
 4. Monitoring the facility's program services quality assurance processes, including helping with the development of corrective action plans as needed;
 5. Monitoring the facility's compliance with its Master Schedule;
 6. Participating in regional planning of programs services;
 7. Developing monthly reports for Department administrative staff;
 8. In coordination with the facility Director and Designated Program Authority (DPA), co-signing all local operating procedures for programs and case management policies;
 9. Acting as a liaison to other departmental staff;
 10. Advocating for youth who may require specialized supports or services;
 11. Participating in and modeling the multidisciplinary team process;

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12. Monitoring the use of best practices and OBHS service delivery models; and
 13. Ensuring that the Director of OBHS and the Chief of Programs and Case Management are informed in a timely manner of any serious and/or significant situations, events, or incidents.
- E. The Director of OBHS or designee, in collaboration with the facility Director, will identify a Designated Program Authority (DPA) for each facility.
- F. The DPA's duties include, but are not limited to:
- a) Ensuring the accessibility of generalized counseling, programs, and case management services in secure facilities;
 - b) Making recommendations regarding facility operations and conditions that may affect implementation of generalized counseling, programs, and case management services;
 - c) Advocating for youth who may require specialized supports or services; and
 - d) Ensuring that the RPA is informed in a timely manner of any serious and/or significant situations, events, or incidents.
2. The DPA will ensure that the work schedules of PCMS staff provide for accessibility at times when youth are most available. Work schedules will include coverage during evening and weekend hours.
 3. The DPA will ensure the completion of all Local Operating Procedures (LOP) for all generalized counseling, programs and case management services. These LOPs must be signed by the DPA, RPA, and facility Director. The DPA, RPA, and facility Director are not all required to sign the local operating procedures on the same day, but all must sign before the effective date. The DPA will also have input into any LOPs that assign duties to the assigned facility program staff.
- G. Facility Directors will ensure that PCMS staffs are not utilized to perform security staff duties.
- H. The facility Director or designee will ensure that security staff is available to:
1. Facilitate timely access to youth for scheduled counseling services; and
 2. Respond to any disturbances or safety and security threats.

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3. In cases where security issues impact the ability to provide generalized counseling, programs and case management services or other activities to youth, the DPA will consult with the facility Director and the assigned RPA, for resolutions that meet the needs of the youth without compromising safety and security of the facility.

- I. Each facility will provide a program of evidence-based individual and group counseling interventions that are designed to address the needs of youth in the facility and are approved by OBHS (see Attachment B). The DPA will develop and maintain a program plan that describes the facility's program services. The program plan will detail, at a minimum:
 1. Name and title of the DPA;
 2. Program overview;
 3. The staff authorized to perform various counseling and case management functions, based on education level, experience, and policy requirements (e.g., confinement checks, daily checks of youth on safety and behavioral protocols in the absence of mental health staff, counseling, custody and housing assessments and reassessments, behavioral health evaluations, etc.);
 4. List of counseling and case management staff and titles;
 5. Staff schedules, vacancies, and contingency plans (if applicable); and
 6. Schedule of counseling groups.
 - a) The program plan will utilize the Group Plan (Attachment C) to describe each counseling group offered at the facility.
 - b) Any counseling group that has not been previously approved must be approved by the OBHS Director prior to implementation. The DPA will document the proposed group on the Alternate Group Plan (Attachment D) and will forward it through the Regional Program Administrator to the Director of OBHS or Designee for approval. The DPA will maintain the signed Alternate Group Plan in the Program Plan.
 7. Quarterly recreation and leisure inventories per DJJ 18.2, Recreation Programming.

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8. Each version of the program plan will be retained in accordance with established records retention schedules. (See DJJ 5.1, Records Management)

IV. LOCAL OPERATING PROCEDURES REQUIRED: YES

**The Program Plan required by the policy serves as the local operating procedure.